

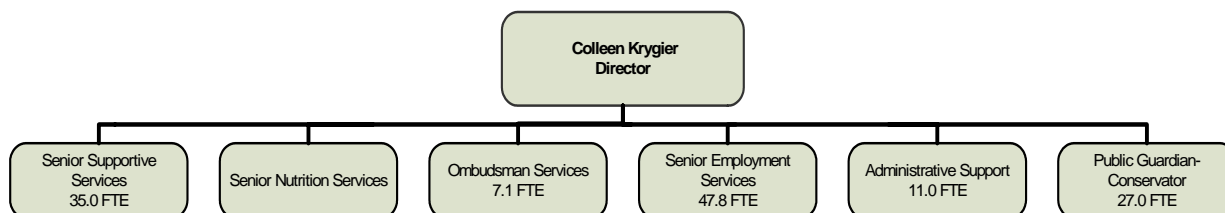
## AGING AND ADULT SERVICES

### Colleen Krygier

#### I. MISSION STATEMENT

Providing service to seniors and at risk individuals to improve or maintain choice, independence, and quality of life, ensuring seniors and adults with disabilities have the right to age in place in the least restrictive environment.

#### II. ORGANIZATIONAL CHART



#### III. DESCRIPTION OF MAJOR SERVICES

The Department of Aging and Adult Services (DAAS) serves as the area agency on aging for this county under the provisions of federal law, which makes funds available to senior citizen programs. Area agencies on aging provide leadership for defining objectives, establishing priorities, and developing a system to deliver services to older people. DAAS is responsible for the In-Home Supportive Services (IHSS) and the Adult Protective Services (APS) programs, which are budgeted in the Human Services Administrative Claim budget and include the following:

- The IHSS program provides personal and domestic services for aged, disabled and blind persons enabling them to remain in their own homes rather than being placed in institutions. The program is operated by the use of the individual provider mode, which is paid directly to the provider by the state. The state then invoices the county for its portion of the individual provider costs. In addition, the county incurs expenses for supervision and administration of the program. These expenses are reflected in the HSS Administrative Claim budget unit. The federal share represents Medicaid dollars made available through participation in the Personal Care Services Program (PCSP).
- The APS program investigates and resolves reports on elder and dependent adult abuse. The program provides a wide variety of services in resolving and preventing exploitation or neglect. The services include the investigation of issues, developing a service plan, counseling, referring to other community resources including the IHSS program, monitoring the progress of the client, and following up with the client.

DAAS provides additional information, assistance, programs and services to seniors. These programs are budgeted in the Human Services Aging budget and include the following:

- Senior Supportive Services – Special programs for seniors 60 and over to provide links to services that will allow the aging population to remain in their homes, provide respite adult care, assisted transportation, legal services, home safety devices and case management services.
- Senior Nutrition Services – Meal program for seniors 60 and over to provide nourishing meals, nutrition and education counseling and companionship.
- Ombudsman Services – Mandated by Federal and State Law to identify, investigate and resolve complaints on behalf of long term care residents age 60 and above who reside in skilled nursing, transitional care units, or residential care facilities for the elderly. The Ombudsman utilizes trained and objective volunteers to monitor these facilities and to witness Advanced Health Care Directives for those living in skilled nursing facilities.



- Senior Training and Employment Program – Provides part-time employment services for seniors age 55 and over. Seniors in the program receive on-the-job training in clerical work, basic computer skills, resume preparation, job location strategies, and other related topics.

Two primary programs that serve the elderly beyond those authorized by the Older Americans Act are:

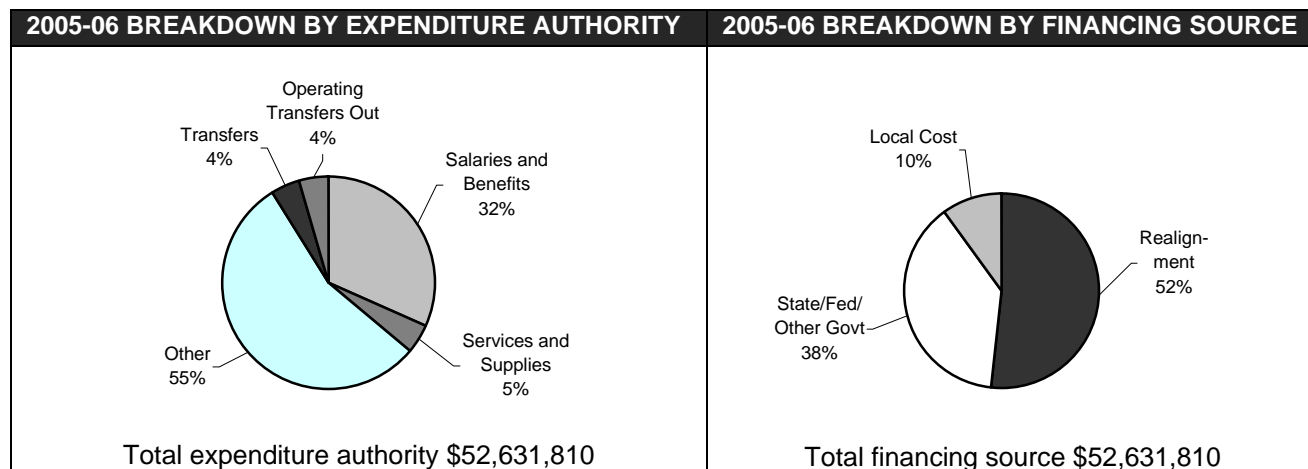
- Multipurpose Senior Services Program – is designed to prevent or delay placement in a residential care facility and provides assistance to the elderly and their caregivers to enable the individual to remain safely in their home. Services may include homemaker chores, personal care, respite care, medical and non-medical equipment, transportation and minor home repair, as well as referrals to other community programs.
- Linkages - is a “gap-filler” that helps persons at risk of being institutionalized who are not receiving other case management services, such as those provided through the departments of Developmental Services, Mental Health and/or Rehabilitation.

The Public Guardian-Conservator acts as conservator of any individuals found to be gravely disabled or to lack capacity to manage their finances and provide for their own care. A conservator has the responsibility for the conservatee's care, custody and control. The conservator determines where the conservatee lives and ensures his/her daily needs are met. Conservatees must be placed in the least restrictive placement, which may include, but is not limited to the following: medical, psychiatric, nursing, or other licensed facility or state hospital, county hospital, or United States government hospital.



## ADULT PROGRAMS

### IV. 2005-06 BUDGET



### V. GOALS & 2006-07 OBJECTIVES AT CURRENT FUNDING LEVELS

GOALS	2006-07 OBJECTIVES
1. Assist at-risk adults and frail elderly to maintain independence and live safely in the least restrictive environment.	A. Complete applications for In-Home Supportive Services (IHSS) within 30 days. B. Complete annual re-evaluations (RV) for IHSS clients within state timelines.
2. Ensure the safety of at-risk adults and the elderly to improve or maintain quality of life.	A. Respond to Adult Protective Services (APS) referrals within state mandated timelines.

DAAS selected these goals for the 2006-07 because they are closely tied to its mission statement. Significant procedural changes have occurred in the IHSS program. Accomplishing these objectives relating to IHSS will assist in ensuring that serving clients remains DAAS' primary focus during the transition period. There has also been a major change in the 24-hour call-in system for the APS program. Accomplishing our objective in APS will ensure we improve the effectiveness of the new APS referral process.

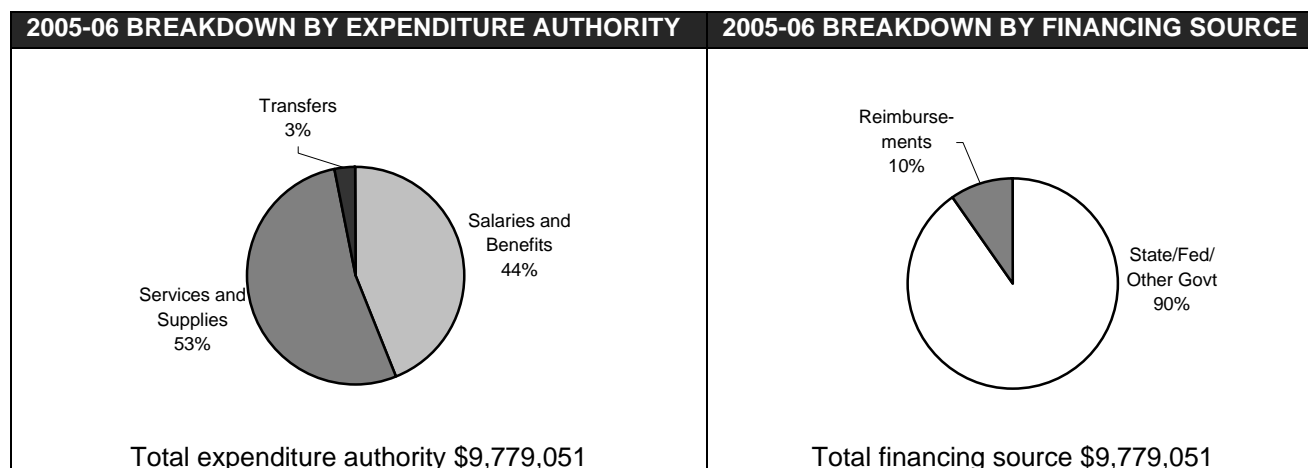
### VI. PERFORMANCE MEASURES AT CURRENT FUNDING LEVELS

OBJT.	MEASUREMENT	2006-07 (Projected)
1A.	Percentage of IHSS applications completed within 30 days.	75%
1B.	Percentage of IHSS RVs completed within state timelines.	90%
2A.	Percentage of APS referrals responded to within the state mandated timeframes.	100%



## AGING PROGRAMS

### IV. 2005-06 BUDGET



### V. GOALS & 2006-07 OBJECTIVES AT CURRENT FUNDING LEVELS

GOALS	2006-07 OBJECTIVES
1. Assist seniors to maintain choices and improve quality of life by increasing knowledge and awareness of available programs and assistance.	A. Increase Senior Information & Assistance (SIA) outreach efforts.
2. Assist at-risk adults to maintain independence and live safely in the least restrictive environment.	A. Increase Multipurpose Senior Services Program (MSSP) caseloads to state target. B. Increase number of individuals served through the Senior Nutrition programs.

DAAS selected these goals to focus on during the 2006-07 because they are closely tied to our mission statement. Accomplishing Objective 1A relating to SIA will ensure that seniors residing in San Bernardino County have access to information about locally available programs that can assist them in maintaining their independence. Individuals who are identified as being appropriate for services under the MSSP program are our most fragile clients and are at risk of imminent out-of-home placement. The MSSP caseload target for the county is established by the California Department of Aging. Accomplishing Objective 2A for MSSP will require adding one Social Services Practitioner position. The estimated annual cost for meeting this Objective is \$85,000. A nationwide study conducted on Senior Nutrition participants found that 73% of those entering the program were at high risk of poor nutrition and that 62% of participants received one-half or more of their daily food intake through the program. Accomplishing Objective 2B will require assessing current practices for promoting our Senior Nutrition programs and evaluating efficiency in providing meals.

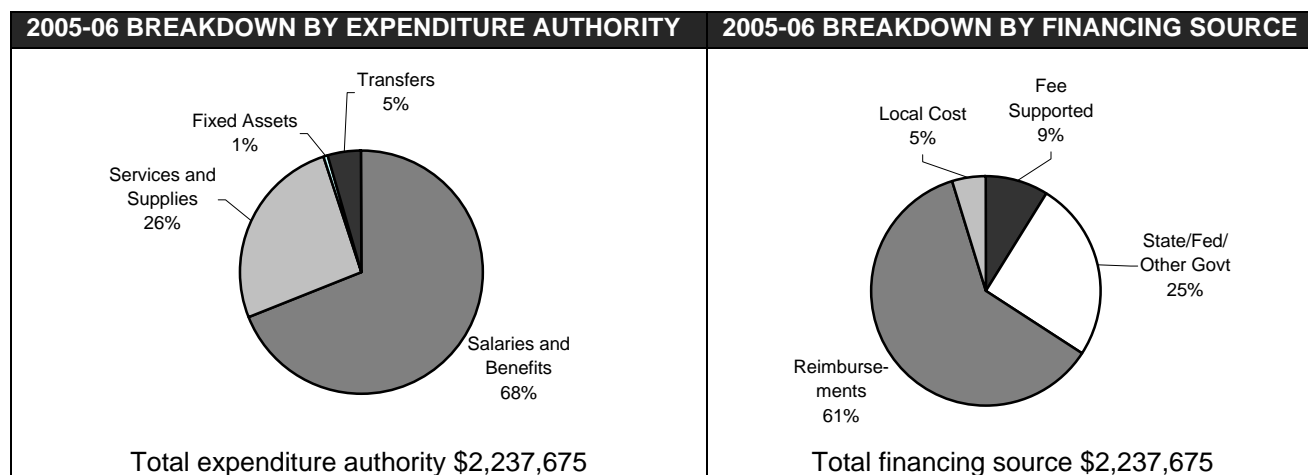
### VI. PERFORMANCE MEASURES AT CURRENT FUNDING LEVELS

OBJT.	MEASUREMENT	2006-07 (Projected)
1A.	Number of SIA contacts.	8% Increase (total of 60,000 contacts)
2A.	Number of MSSP clients served.	11% Increase (total of 328 clients)
2B.	Number of individuals served through Senior Nutrition programs.	1% Increase (total of 6,677 individuals)



## PUBLIC GUARDIAN PROGRAMS

### IV. 2005-06 BUDGET



### V. GOALS & 2006-07 OBJECTIVES AT CURRENT FUNDING LEVELS

GOALS	2006-07 OBJECTIVES
1. Ensure Public Guardian conservatees reside in appropriate settings and receive needed services.	B. Visit conservatees on a quarterly basis.
2. Ensure the safety and welfare of the at-risk adults and the elderly referred to Public Guardian.	A. Complete probate referral investigations within 60 days.

Public Guardian selected these goals to focus on during the 2006-07 because they are closely tied to our mission statement. Public Guardian conservatees depend upon conservators to make decisions in their best interests. Quarterly visits will assist conservators in making decisions based on personal and timely observations. The welfare and safety of the elderly and the at-risk adults referred to Public Guardian depends upon probate investigators determining whether or not a conservatorship is appropriate. Completing investigations in a timely manner is in the best interest of the individuals. Accomplishing these objectives will require assessing current staffing levels and existing business practices to improve efficiency.

### VI. PERFORMANCE MEASURES AT CURRENT FUNDING LEVELS

OBJT.	MEASUREMENT	2006-07 (Projected)
1B.	Percentage of conservatees visited quarterly (the current rate is 60%).	70%
2A.	Percentage of probate investigations completed within 60 days of referral (the current rate is 50%).	60%

If there are questions about this business plan, please contact Janice Lindsay, Staff Analyst II, at (909) 891-3916

